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## Summary

QA/Test Engineer and Manager with in-depth experience in software development, testing, and system administration. Critical member of a rapid release infrastructure team with experience at all levels of the SDLC.

- Produces extraordinary results in a large, global development team, going beyond obvious testing to include QA best practices for large projects in demanding environments.
- Meets challenging deadlines through dedication, a rigorous work ethic, and commitment to team members.
- Conducts an impact analysis of code changes to determine needs and ensure complete test coverage.

### **Core Competencies in:**

System Performance & Optimization | Growth Management & Capacity Planning | QA Automation  
Configuration Management | Code Management | Functionality Testing | Test Plans & Scripts

### **Certifications:**

Certified Associate in Software Testing (CAST)  
Certified Software Tester (CSTE)  
Certified Manager of Software Testing (CMST)  
ISTQB Foundation Level (CTFL)

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## Professional Experience

State Government

9/2017–Present

### **QA/TEST ENGINEER AND MANAGER**

Manage a testing environment with responsibility for change management for one of the more complex government ERP systems. Excels in highly precise and mission-critical work, applying solid judgment and decision-making skills.

**Challenges:** 1B+ annual transactions and 650 screens, along with Windows supported by 1,000 mainframe servers and 7,500 code modules. A highly visible project within the company.

- Established a metrics-driven approach that integrated testing into the development lifecycle.
  - Significantly reduced the testing effort with more reuse of test artifacts, effective test processes, open communications, and documented results. Changed ingrained practices that led to high reoccurring defects.
  - Alleviated client concerns about inexperienced testers through targeted training and QA support, getting them quickly up to speed and integrated into the testing team.
- Managed day-to-day test management functions, defect triage, and issue escalation. Responsibilities included current release management, personnel management, estimation, and work order preparation. Established and implemented automation requirements and hands-on testing for clients.
- Improved management reporting through implementation of a new test management tool. Led training for all staff to handle large-scale process changes that occurred concurrently with ongoing release cycles.
- Designed and developed Java- and Microsoft-based test automation frameworks for Web, API, and Mobile application testing.

State Government

3/2015–9/2017

### **QA/TEST ENGINEER AND SOFTWARE DEVELOPER**

Put testing controls in place to eliminate an ad hoc testing approach that jeopardized system integrity and impacted the user experience. Implemented test management practices to accurately define, measure, and track quality goals.

- Conducted a comprehensive assessment to identify defects. Worked with stakeholders to define requirements. Documented existing system into a functional spec to use as a baseline for future development work.
- Introduced an effective and much-needed, auditable process that could stand up to any scrutiny.
- Determined schedule and budget requirements for requirements gathering, design, and implementation phases. Closely involved in discussions and decisions relating to the development phase of the project lifecycle.
- Provided coordinated testing/quality assurance services, including development of functional test script standards, establishment of user acceptance testing, preparation of user documentation, and quality review of

test cases and execution outcomes.

- Improved system for reviewing application logs in our QA environment, transitioning from fully manual to automated. Results: The client can now release to production more “confidently” with a lower chance of regressions and unexpected exceptions—a new and highly desirable automated process.
  - Designed and implemented a console application to run from Windows Scheduler that was able to read and parse our log files and save individual entries to a database. Ensured 100% unit test coverage of all business logic.
  - Designed and created a web interface (ASP.NET MVC5 with Entity Framework) to provide reports for both the QA and Production environments with drill down to the details of any individual key. Enabled the ability to view and update "keys" and to save comments and "status" values for individual keys.

Company Name

9/2012–3/2015

**TEST LEAD, DEVELOPER LEAD**

Led testing projects and took on different roles, including SAP system support for managing access and end-of-month period closure. Responsible for cost center management and GL account management.

- Took a leadership role in gathering, defining, and documenting requirements for test solutions.
- Worked with stakeholders highly resistant to change to mediate concerns about the complex consolidation of core information management systems (payroll and personnel management) from 4 disparate systems.
- Restructured and reengineered processes to effectively meet corporate requirements and system capabilities.

**Education**

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Central Florida Community College, A.S., Music Theory, 2011